



ink

A Monthly Publication for and by Amtrak Employees
Volume 18 • Issue 11 • December 2013

An Amtrak locomotive and passenger cars are shown traveling through a snowy, wooded landscape. The locomotive is blue and white with the Amtrak logo on its side. The train is moving from left to right, and the surrounding area is covered in snow with bare trees in the background.

**Inspector General:
Independent
Oversight**

**Amtrak's Top
Chefs**

**Chicago Control
Center: All the
Right Signals**

Train of Thought

As 2013 comes to an end, I want to take the opportunity to thank you all for contributing to the achievements and strides that Amtrak made this year. The last few years haven't always been easy, but I truly believe we are an improved company with clear goals.

We should all be proud of our financial achievements, which continue to set records. In FY13, we had record-breaking ridership of 31.6 million passengers and our revenue of \$2.1 billion was up 4.2 percent over last year.

We live in dynamic times. Evolving is not always easy, but I believe that we are doing a great job as a company. Part of that comes from our reinvestment in our people, our technology and our equipment. These long-term commitments will help us reach new thresholds in financial excellence.

Amtrak has many new faces throughout the organization. We benefit from the new energy and fresh perspectives that they bring to our business, which complements the skills and knowledge of our veteran employees. Our investment in



Joseph H. Boardman

human capital is essential to our company's success.

We've started to systematically invest in our future by obtaining new technologically-advanced equipment that will make a real impact on our business.

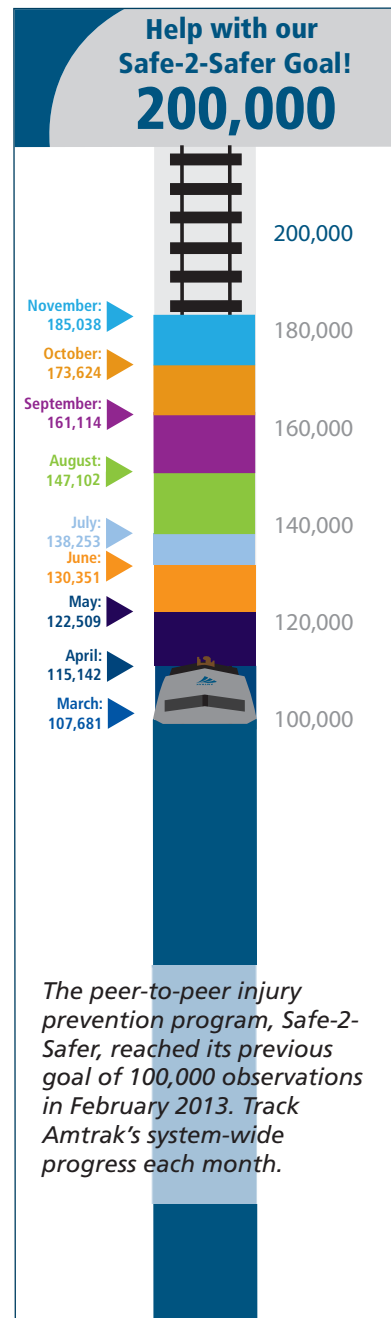
Our new ACS-64 locomotives will debut early in 2014 on the Northeast Corridor and we unveiled the new Viewliner II long-distance rolling stock that will go into testing next year. This equipment

acquisition is part of our strategy to evolve and meet the growing needs of our business and the transportation industry.

We have made and continue to make great improvements to our infrastructure, including roadbed, bridges and stations.

I feel good about the path that we are on. This coming year I will be on the road visiting communities served by our long-distance trains and hope to see many of you during these travels. It will be a busy new year and we can be confident that our journey will continue to lead to bigger and better things, not only for us but also for the next generation.

Best wishes to you and your families for a happy holiday season. ■



Amtrak Government Affairs and Corporate Communications

Joe McHugh, Vice President
Government Affairs &
Corporate Communications

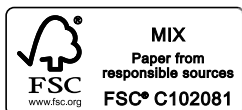
Marlon Sharpe
Principal Graphic Designer

I. Suzi Andiman
Director, Employee
Communications

Lisa V. Pulaski
Graphic Designer

Liliana Lopez
Sr. Communications Officer

Chuck Gomez
Photographer/Videographer



Check out one of our
social media channels today!



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We are catching up on our Employee milestones. Please read Employees' milestones from September anniversaries to retirees of October.

On the Cover

The eastbound *Lake Shore Limited*, Train #48 dashes through the snow.

Photo courtesy of Matt Donnelly.



Amtrak Headquarters
60 Massachusetts Ave., NE
Washington, D.C. 20002
Ecom@Amtrak.com

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Front Line Focus

"We are on the *Southwest Chief* #3 that got sent back to ABQ after the freight train derailment 2 days ago. Wanted to tell you that train attendants Roger and Gerald Albert were outstanding, friendly, courteous, and helpful! Roger would even turn compliments given to him around to compliment your passengers!!! Please reward Roger and Gerald Albert for their excellent care of your passengers and consider retraining your other employees to be more like them!"

— Monique Duke

"This is to thank you, Amtrak, and most particularly the conductor on our recent trip, for a very pleasant experience. Specifically, Conductor Kyle [Brown] helped me and my wife tremendously on Train #352 on October 27, 2013.

What really made our day was that he went up and down the aisle of a virtually full car until he found a person willing to move to another seat, so that my wife and I could ride together. That was especially kind, and very important to us.

Your employees have difficult jobs, and I believe it is important that they be recognized for a job well-done. Please thank them for us."

— Ronald K. McCreight



Kyle Brown

"Another great trip bringing years total to 105,866 miles!!

Excellent service on train #2 ALP-NOL by train attendant Efren, train #27 CHI-PDX by train attendant Gregory, train #11 PDX-LAX by train attendant Mary Lou Perez, train #4 LAX-CHI by train attendant Art Gonzalez."

— Jeff Meyer

Upcoming News & Promotions

3

Amtrak-served stations designated as National Historic Landmarks.

4

Four of the ten best single days in *Acela's* history occurred in October 2013. These top *Acela* days have a total ridership each day of over 14,000. These are very rare days and have only occurred 13 times in the nearly 5,000 days *Acela* has been in operation since 2000.

850

The average number of passenger tickets sold for each of the *Autumn Express* trips.

\$3,190.75

Food and beverage remittance that Lead Service Attendant (LSA) Randell Facey averaged per trip in October 2013 in the café car of the *Adirondack*.

2,625,820

The number of passengers that rode Amtrak in October 2013, making it the best October ever.

Paperless Amtrak Ink

Amtrak is committed to finding ways to reduce its impact on the environment through saving paper and the energy used to produce, transport and recycle it. In an effort to offer employees convenient and environmentally friendly access to Amtrak *Ink* and *Amtrak This Week* and other employee communications, we are now offering employees the opportunity to sign up to receive all communications via email. We are also offering employees the opportunity to choose to no longer receive the printed version of Amtrak Ink that is mailed to their home addresses.

Employees can subscribe to receive *Ink* and other Employee Communication emails of their choice by visiting the Intranet homepage under the "News & Info" section. To sign on to the intranet from a home Internet connection, go to Amtrak.com and click "About Amtrak" at the bottom of the page. Click on "Employees" on the left of the page and log in.

The ability to sign up to receive email communications and opt out of receiving the printed version of *Ink* will be available for employees from October 1, 2013 through January 31, 2014.

Please note that there will likely be an overlap period of time where you may receive both the email and printed version of the communications as we work to update our systems.

Groundbreaking in Hermann, Miss.

On November 26, 2013, Amtrak representatives and the Missouri Department of



Hermann, Mo., Mayor and Aldermen do the honors in groundbreaking ceremony for the new Amtrak station in town.

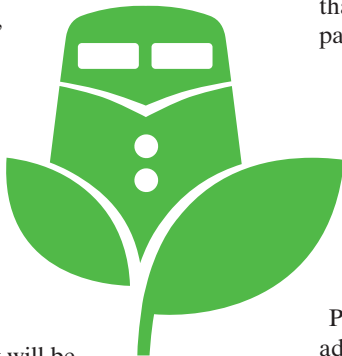
Transportation (MoDOT), Hermann, Mo., mayor and its board of aldermen and Chamber of Commerce members attended a groundbreaking ceremony for the new Amtrak station that will replace the small building that Amtrak passengers now use in this town.

The new station is being funded by a MoDOT Transportation Enhancement grant, the Dierberg Foundation and the city of Hermann.

Stop in Philly for a Day of History

Amtrak employees save \$5 off daytime adult admission to One-Day in Pompeii at The Franklin Institute in Philadelphia. Tickets must be purchased in advance online at www.fi.edu or by phone at 215-448-1200. Please use code AMTRAK. Limit four tickets and cannot be combined with another offer. This discount expires on April 13, 2014.

Visit the museum and view more than 150 naturally-preserved artifacts from 79 A.D. that were left in the magma's merciless path, including coins, religious altars, remnants from the day's Gladiators, full body casts and more. ■



Amtrak Recognized October as Domestic Violence Awareness Month

Amtrak recognized Domestic Violence Awareness Month in an effort to send a powerful message to our employees and communities across the country that there is a way out and help is available. According to our Amtrak Employee Assistance Program (EAP), domestic violence is an important issue that touches the lives of many people, regardless of age, income or any other characteristics. During October, EAP helped promote awareness of domestic violence through educational materials, website postings and by providing employees purple lapel ribbons to wear as a marker that they are part of the movement to eliminate domestic violence. Amtrak's EAP is committed to providing confidential assistance to any employee or family member who feels that he/she is a victim of domestic violence.

"Our employees wore their ribbons with pride and by doing so they helped educate others on the importance of learning about and combatting domestic violence," said EAP acting manager Chian Gavin. "Amtrak employees have resources available to them and shouldn't hesitate to use

them for any of their needs."

Employees can help if they suspect a friend or co-worker being the victim of domestic violence by referring them to the National Domestic Violence Helpline at: 1-800-799-SAFE (7233).

Employees can also find additional information on domestic violence on the EAP website at <http://wiki.intranet.nrpc/display/EAP/HOME>



Amtrak employees show their support by wearing their purple ribbons. From left to right: Lorne Green, Alexis Pate and Sharon McCeney.

Center via SMS text messaging.

"Txt-a-Tip" follows similar response procedures that are in place when a report is called into the



Amtrak Police Department campaign is displayed in New York City's Times Square.

Amtrak Police 800 number.

This initiative is also part of a continued effort by Amtrak to provide additional communication options for passengers and employees who are deaf or may have hearing loss, allowing easy and efficient com-

munication of emergency information to the APD.

According to APD, the results of the campaign have been positive so far. One of the tools of the awareness campaign was to display the ad in one of the popular screens in Times Square.

It is all Synchronized Audio Visual Messaging at Washington's Union Station

To enhance the in-station passenger experience, Amtrak completed the installation and software upgrade of a new Passenger Information Display System (PIDS) at Washington Union Station this past September.

The new system integrates the existing public address (PA) system with signage and provides synchronized audio visual messaging capabilities in a station that sees nearly 7,000 daily arrivals and departures.

Serving as Amtrak's first terminal deployment, Union Station provided the necessary foundation for the creation of an industry standard on

APD Txt-a-Tip Campaign Hits the Big Screen

This October, the Amtrak Police Department (APD) launched a new method for passengers and employees to report suspicious activity, crime or emergencies. APD11 "Txt-a-Tip" is the program that allows contacting the Amtrak Police Department's National Communications

Bulletin Board

which future installations will be based.

Included in the PIDS installation was the replacement of outdated LED gate signs with 13 modern LCD displays, now containing gate information and other visual messaging that will help to offer effective communication to all of our customers. With these new features, Amtrak has been able to bring Washington's Union Station up to standards set by the American with Disabilities Act.

This latest initiative complements the PA system upgrade that was completed last year by converting visual messages into audio announcements using text-to-speech technology. With typical announcements including boarding, paging and

sion of Amtrak and this upgrade in messaging creates a more customer-friendly atmosphere," said James Hengst, program director, Passenger Experience.

Upcoming PIDS projects include the expansion onto Union Station's platforms and into Baltimore's Penn Station. Later this year, Amtrak will begin designing PIDS solutions for select stations in New York, Colorado, Montana and Georgia.

"Our team is proud to have developed from Amtrak a product that better meets the needs of our

customers. A real-time passenger communications system is crucial to our ability to provide customers with a basic service that they have become accustomed to when traveling on other transportation modes," said Hengst. "And we are working to expand our reach this fiscal year."

Get Your Limited Edition Amtrak 2013 Holiday Ornaments on Sale Now

An Amtrak ornament allows you to add Amtrak to your holiday traditions. The 2013 ornament is the second ornament and the first of a new line that will feature long-distance routes. This limited edition piece highlights the *Cardinal* and the picturesque landscape through which the train travels,



particularly the mountains of West Virginia.

The design is a collaboration between Amtrak and the company that produces the White House ornament - ChemArt Company. These pieces are manufactured in the United States.

This year's ornament is three-dimensional and will bring a bit of sparkle to your holiday decorations.

The ornaments make great gifts and are packaged in a handsome silver-foil stamped red box. They can be found at Amtrak.com store for \$20. If you are in Washington, D.C. and would like to pick one up in person, contact Fran Berk. ■



New PIDS screens at Gate F display information for passengers at Washington Union Station.

station announcements and emergency messaging, the passenger experience has now been improved because customers have the ability to both hear and see messages simultaneously.

"The train station often provides our passengers with their first impres-



Viewliner II Debuts to the Media

Media representatives had an opportunity to take a tour of the manufacturing facility where our new 130 single-level long-distance cars are being built at CAF USA in Elmira, N.Y. The Viewliner II cars are stainless steel cars modeled after the single-level Viewliner I cars built for Amtrak in the mid-1990s.

Our order includes 25 sleeping cars, 25 dining cars, 55 baggage cars and 25 baggage/dormitory cars. Each type of car is expected to be field tested in early 2014; with the first units entering revenue service in late 2014.

Amtrak's Top Chefs: Culinary Excellence & Achievement Award

On-board service employees Paulina Enrico, John Long and Matt Franklin were recognized for their culinary excellence and achievement during an October 16, 2013, ceremony in Chicago.

The three employees attended a special dinner presentation hosted on their behalf by Amtrak's Food and Beverage department at Kendall College's dining room to celebrate the Food and Beverage 2013 Culinary Excellence & Achievement Award (CEAA). The chefs received a commemorative

plaque honoring their achievements. As part of the award, the group will also attend the 2014 Amtrak Culinary Advisory Team (ACAT) workshop this spring in Wilmington, Del., to help develop Amtrak menu offerings.

Food & Beverage established the CEAA award in 2011 as part of its Safe-2-Safer departmental goal to recognize employees who have demonstrated that their commitment and whose work has resulted in sustained excellence over many years. Award winners in this category employ culinary skill, precision and attention to detail. Their work over time also demonstrates that they are team players who value customer service while also focusing on maximizing Amtrak resources.

"This award recognizes the winners' above-and-beyond approach to excellence and puts them in select company along with other men and women who work with passion,

urgency and accuracy on behalf of Amtrak's on-board service team of dedicated craftspeople," said Executive Chef of Long-Distance service, Daniel Malzhan. "While working within their trade, these chefs have made a difference to Amtrak, their co-workers and to countless numbers of passengers who over the years have experienced and benefited from their skill and dedication."

John Long, an on-board chef for 26 years, who currently applies his expertise to the *Lake Shore Limited's* dining car,

was impressed with the award and the dinner. "This was a wonderful evening. We had a table in the Dining Room Restaurant where we could see what was going on in the Kendall kitchen – sort of like watching Top Chef Chicago," he said. The other CEAA winners are also



Among the attendees to the Culinary Excellence & Achievement Award ceremony, from left to right: John Long, Gary Gunderson, Karen Shannon, Matt Franklin, Daniel Malzhan and Hashim Abdul-Salaam.

dedicated culinarians. Paulina Enrico from Los Angeles has been an Amtrak employee for eight years - she was on medical leave when the ceremony happened. Also recognized was Miami's Matt Franklin who has been an on-board service chef for 17 years.

“While working within their trade, these chefs have made a difference to Amtrak, their co-workers and to countless numbers of passengers...”

**Daniel Malzhan
Executive chef of
Long-Distance Service**

"Even without the award, I was still going to do the things I need to do to provide the best possible service - and I love being creative," Long said. "This award represents the same Amtrak values which I try to observe everyday. I feel like the dining cars are truly an American institution. People get a totally different perspective about their travel experience once they've eaten in the dining car." ■

Amtrak *Heartland Flyer* Soars with Milestone



The Amtrak *Heartland Flyer* reached a new and important milestone this past October when it celebrated its one millionth passenger. A university student from Oklahoma City was identified as representative of the one million passengers who have ridden the Amtrak *Heartland Flyer* route in Oklahoma and Texas since 1999. Rooke Jackson has a history of travelling between Oklahoma City and Fort Worth since he was a 4-year-old passenger.

“One of the best parts of the job is watching our passengers grow up,” said Lila Cooper, a lead service attendant (LSA) who has worked on the *Heartland Flyer* since the route started running in 1999. “Watching these kids grow up to their 30s and watching other people – our passengers – evolve is what makes my job great. I love being on this train. I have been there since day one and I want to retire off of this train. The

train, the passengers and the crew make this route one of the best routes,” adds the 15-year Amtrak veteran.

The *Heartland Flyer* is jointly sponsored by the Oklahoma and Texas transportation departments. The route

serves people in both states and Amtrak employees who work on that train have the opportunity to build relationships with customers from both states.

“Some of our passengers are

students who live in Texas and go to school in Oklahoma. It is the perfect way to travel,” said Cooper.

“Oklahoma people rely on us for transportation. We are almost a day vacation for them. They come down to Texas and do something fun for the day and then turn around and go home.”

“Some of our passengers are students who live in Texas and go to school in Oklahoma. It is the perfect way to travel.”

Lila Cooper
Lead Service Attendant
Heartland Flyer

Jackson is a freshman at Oklahoma State University in Stillwater who said, despite owning a classic car from the 1960s, taking Trains 821 & 822 “is more enjoyable than driving.” Jackson said all the trips over these years have given him “a unique perspective” on the train crews and their responsibilities.

The milestone was celebrated with a ceremony at the Paul Adams Memorial Platform at the Oklahoma City Amtrak Station that Mike Patterson, Executive Director of the Oklahoma’s Department of Transportation, attended to congratulate Jackson.

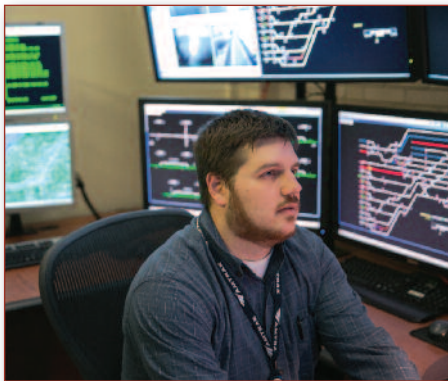
Amtrak operates the 206-mile route *Heartland Flyer* provides daily service, with regularly scheduled stops in Oklahoma City, Norman, Purcell, Pauls Valley and Ardmore in Oklahoma and in Gainesville and Fort Worth in Texas.

According to Cooper, she wouldn’t want to work on any other route. She says she enjoys her job and the people she serves. “We want to treat them the same way we want to be treated,” Cooper says. “We give them our best. This is customer service at its finest.” ■

Chicago Control Center: All The Right Signs -----

Chicago Control Center is one of five Amtrak dispatching offices that dispatch 2,500 trains carrying nearly 900,000 passengers each day. Chicago's dispatching bureau oversees nearly 560 train movements carrying almost 130,000 people daily in Chicago Union Station, on the Michigan Line and in New Orleans. Each day, Amtrak movement offices personnel oversee the movement of signals and switches for nearly 2,500 tracks. The Chicago Control Center team uses state of the art software such as ARINC, RAILCOMM and other technology to provide passengers, engineering teams, conductors and engineers the very best service possible.

"Our objective at Chicago Control is to leverage technology to not simply provide safe and efficient train movement but to deliver an excellent passenger experience," said Greg Godfrey, assistant superintendent of the center.



Above: Train director Dan Sorce communicates with an inbound crew. Google Earth and the Amtrak-designed Emergency Responder Geographic Coordinate System are behind him.



Above: Nearly 130,000 passengers each weekday rely on Chicago Control Center to send them safely to their destinations.





Train Directors Ron Drain and John Shelian conduct a "turnover" (a train director job briefing) and exchange of tour of duty time for the Yard Control desk for 14th Street Yard operations.



Communications and Signal workers perform Federal Railroad Administration testing and inspection. In the photo: Foreman C&S William Joyce, Foreman C&S John Ramirez, Signalman Q. Williams and watchman protection by Signalman J. Evans.

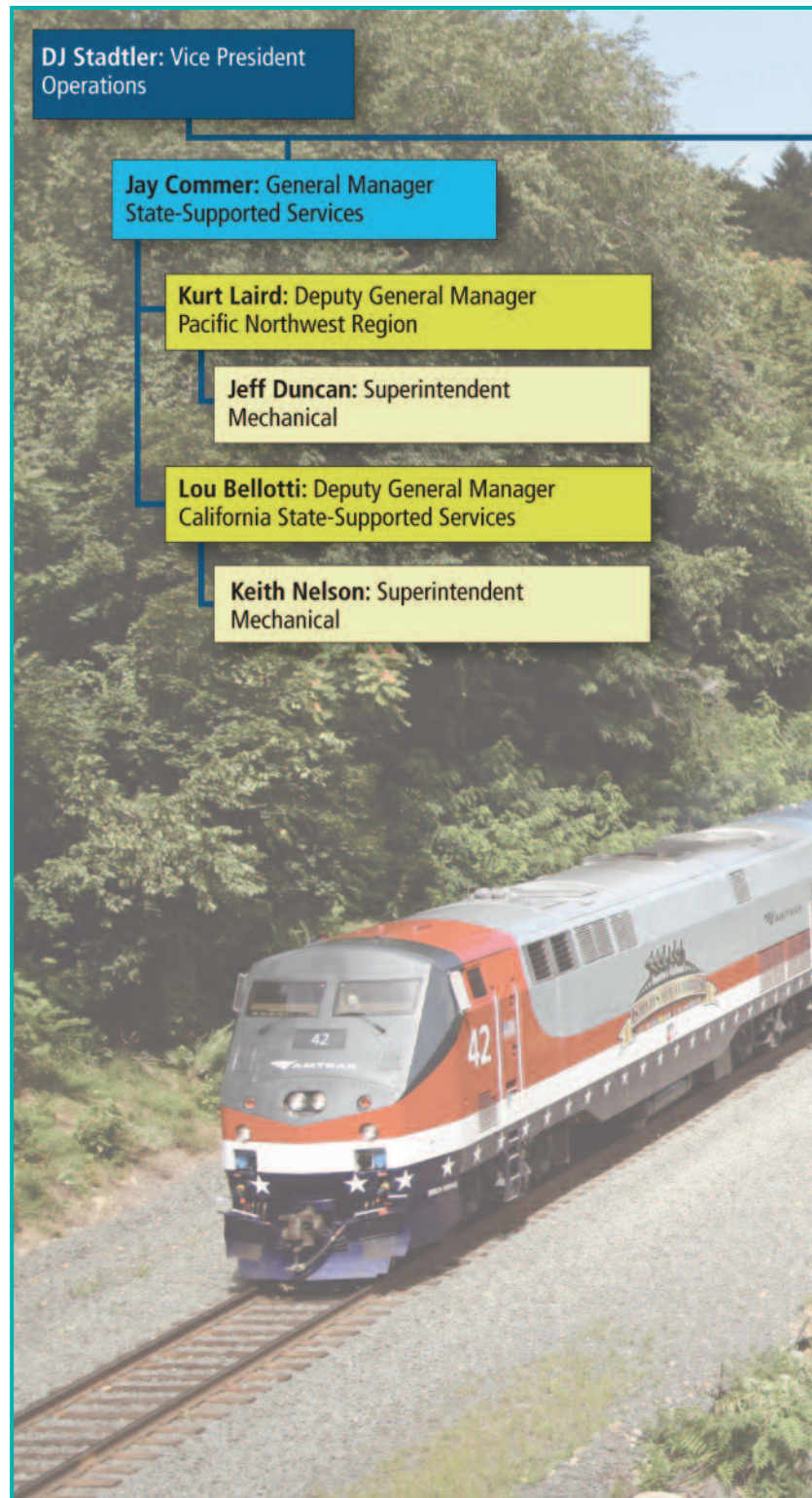


The Operations Organization

The Operations department organizational structure was instituted in FY 13 and with that came a number of changes. Moving into the future, the driving factors of this Operations reorganization need to be kept in mind. They are:

- Safety and security remain our highest priority.
- To create business line accountability and individual accountability for performance.
- Dissolving the silos between operating departments.
- To move decision-making and accountability closer to our customers.
- Fewer organizational layers to the front line.

The graphic on the right will help you understand the leadership levels of this new organization. If you have any questions, please ask your direct supervisor or visit our organization management system on the company Intranet for a greater level of detail. [Home>Employees>Organization Charts.](#) ■



Mike DeCataldo: General Manager
Northeast Corridor Services

Mike Sherlock: Deputy General Manager
Washington Region

Mike Bello: Master Mechanic

Fred Fournier: Deputy General Manager
Boston Region

Chris Purcell: Superintendent
Mechanical

Steve Young: Deputy General Manager
New York Region

Frank Ross: Superintendent
Mechanical

Dave Schramm: Master Mechanic
High-Speed Rail

Kevin Chittenden: District Superintendent
Albany

Larry Lohman: Superintendent
Mechanical

Mark Murphy: General Manager
Long-Distance Service

Mike Chandler: Deputy General Manager
Southwest Region

Eric Hosey: Route Director
Texas Eagle, Sunset Limited

Mike Dwyer: Route Director
Coast Starlight, Southwest Chief

David Cowan: Superintendent
Terminal Services

Tom Kirk: Deputy General Manager
Southeast Region

Anella Popo: Route Director
Crescent, City of New Orleans

Kathy Brewer: Route Director
Auto Train

Karen Shannon: Route Director
Silver Service

Tommy Farr: Master Mechanic

Moe Savoy: Deputy General Manager
Central Region

Cynthia Winslow: Route Director-East
*Cardinal, Palmetto, Lake Shore Limited,
Capitol Limited*

Jim Brzezinski: Route Director
Empire Builder, California Zephyr

Bob Herdegen: Master Mechanic

Autumn Express Doubles Expectations

The original plan was one train. The result was that nearly 1,700 people filled two Amtrak “Autumn Express” excursion trains on Saturday, November 2 and Sunday, November 3, 2013, along 235 miles of the Northeast and Keystone corridors in Pennsylvania, Delaware and Maryland and connecting freight-only Norfolk Southern routes..

The Autumn Express was an opportunity for many Amtrak employees to participate and volunteer in a new initiative that had our customer focus and financial excellence corporate goals in mind.

“It was a relationship building experience for everyone. There was a wide range of employees who came together across divisions,” said Principal Analyst for Operations Planning Tina Slapcinsky who served as the project lead. “Our job was to promote Amtrak and we did it. The passengers enjoyed it and the workers themselves - it was a change of scenery for the employees in every sense.”

The train departed and returned to Philadelphia 30th Street Station. It



Among the volunteers and staff for Autumn Express on Sunday, November 3, 2013. Front left to right: Sheila Marlowe, Jody Miller, Tina Slapcinsky, Benjamin Holcomb, Teresa Rodriguez, Michelle Green. Back left to right: Dale Secker, Christian Hannah, Joe Carroll, Josie Harper, Kerry Hannah, Bruce Van Sant, Missy Breeden-Dukerman, Tom McDade, Richard Bernhardt, Val Schell, Yvonne Dixon, Dave Yingling, Davis Dure, Helena Funk, Andre Bustamante and Jay Coston. Not shown: Harry Garforth, Floneva Moore-Smith, Randal Barrows and Lou Drummeter.

traveled the Northeast Corridor to Perryville, Md., then made a rare trip up the historic Port Road Branch (usually off limits to passenger traffic) along the Susquehanna River, passing through Enola Yard, crossing the Shocks Mill and Rockville bridges before continuing over the normally

freight-only Columbia Secondary and back to Philadelphia via Amtrak’s Keystone Corridor through scenic Lancaster County.

“More than anything else, this was a gigantically collaborative effort. The challenges were enormous. Dividing up the huge whole into manageable pieces is what got the whole thing got done,” said Director of Systems Operations Bruce Van Sant. “This is truly a case of the whole being greater than the sum of its parts. The energy on board both trains was something you could reach out and touch, fed by the excitement of the passengers and the passion of the employees, both crew and volunteers,” he added.

According to Slapcinsky, working and volunteering for this experience brought a new light on what other employees do for Amtrak. “After this experience, I have more respect for the frontline employees and for the jobs that they do,” she said. ■



Among the volunteers and staff for Autumn Express on Saturday, November 2, 2013. Front left to right: Terri Marra, Yola Ferri, Kim Devlin, Maxin Dhanawade, Craig Schulz, Kecia Babb-Jordan, Maria Bobbato-Clark, Darlene Williams, Tina Slapcinsky, Benjamin Holcomb, Richard Bernhardt, Danielle Rhodes. Back left to right: Bill Wilburn, Bill Bores, John Mattoccia, Lisa Pedrick, Paul Vilter, Chris Jagodzinski, Stephen Gardner, Marty Popoloski, Christian Hannah, Bruce Van Sant, Chris Popiel, Dale Seker and Alexander Durgut. Not shown: Marsha Reid and Brian Gallagher.

Inspector General: *Independent Oversight*

Did you know that there is an office established by Congress to work with, but independently from, Amtrak to investigate and combat fraud, waste, and abuse? This month Q&A gives *Ink* readers an opportunity to learn more about Amtrak's Office of the Inspector General (OIG) and Inspector General (IG) Ted Alves. Mr. Alves answered these questions shortly before he announced his departure from Amtrak. He will remain in the position until a successor has been selected.

Can you please tell us about your job here at Amtrak? What is the mission of the Office of the Inspector General?

I have a great job here, and I enjoy what I do every day. Because Amtrak is owned by the government, in 1989 Congress decided we should have an independent oversight unit--the OIG--that is similar to what federal agencies and other federally-owned corporations have. For example, the Postal Service and Tennessee Valley Authority also have OIG units. One of the unique aspects of OIGs is that by law we operate independently and we report significant problems and deficiencies related to Amtrak programs and operations and the progress of corrective actions to the board of directors and the Congress. One of our primary goals is to do this while maintaining good and constructive relationships with management.

The mission of the OIG is to help Amtrak improve its operations and better achieve its strategic objectives. We do that primarily by conducting audits, evaluations and investigations of all aspects of Amtrak's operations. Audits and evaluations are analytical reviews that are objective, thorough and fact-based. They lead to recommendations to improve the efficiency and effectiveness of company activities. Our investigations are obviously more focused on wrongdoing and lead to civil or criminal proceedings or administrative actions against companies and people who defraud the company, including employees who engage in fraudulent or unethical practices. It's pretty interesting work because we look at all aspects of company operations and every day brings something new to learn.

How do you combat fraud and abuse in our company? How do you find the cases that you investigate? What type of enforcement authority do you have?

Our investigations unit is very interesting. We have a team of highly skilled staff who are qualified federal criminal investigators and who therefore have the authority to exercise federal law enforcement authority. That authority allows our investigators to carry firearms, make arrests without seeking a warrant, execute warrants for arrest and search of premises and seize evidence. Our investigators are concentrating their attention on significant cases in several focus areas, including contract and procurement fraud, health care and disability fraud, and employee integrity and major misconduct investigations.

Many of our investigations stem from leads we receive through our hotline, which can be accessed by phone, email or regular mail.

We also present many fraud awareness briefings to Amtrak employees throughout the country, and they have led to an increase in fraud referrals from employees. Employees are well positioned to become aware of contractor fraud and healthcare and disability fraud in particular. I would like to encourage all Amtrak employees to contact our hotline if you are aware of fraud or abuse or significant employee misconduct.

When we get a hotline complaint, we first assess the complaint to see if it involves fraud, significant abuse or major misconduct. We refer many allegations to the company because they are really management issues that should be addressed directly by responsible managers. When we have a criminal or civil investigation underway, we coordinate closely with the federal prosecutors to ensure that the evidence we gather supports the prosecutor's approach to the case.

Why is the OIG important to Amtrak? Can you mention some contributions that your office has made to the enterprise since your arrival?

The OIG provides the board of directors and management with an independent source of information and analysis that can be used to improve company operations and deter and prevent fraud. We feel our audits and evaluations contribute significantly to helping Amtrak improve the efficiency and effectiveness of its operations and our investigations prevent and stop fraud and abuse against company assets. By prosecuting those who commit fraud against the company we believe we provide a major deterrent that discourages others from engaging in fraud.



Ted Alves

The cumulative effect of our work has yielded significant results, including:

In the area of train operations, we recently completed a series of reports looking at on-time performance incentive payments to host railroads. Over a period of years, we identified over \$90 million in overpayments to host railroads. Amtrak has already realized \$44 million in recoveries and is pursuing another \$14 million. Amtrak also improved its invoice reviews to prevent future overpayments.

We also issued a report identifying best practices in the capital planning and selection process. We noted that Amtrak had made initial changes to the process that were consistent with sound business practices but the process could be further

improved by adopting other practices such as developing sound business cases. Management agreed to adopt those practices.

We recently deployed a sophisticated data analytics software capability that allows us to analyze 100 percent of transac-

tions rather than relying on sampling. The first report we issued identified almost \$7 million in potentially duplicate payments. Amtrak has recovered or is in the process of recovering \$2 million and is reviewing another \$5 million in potential duplicates.

In the investigations area, we reported on a number of issues, including contractor fraud against the company and employee embezzlement and grant theft, illegal drug use, illegal reporting of time and attendance and ethics violations. In one interesting case, we found that a former employee who sued the company for \$1.2 million as compensation for a disabling injury was actually working in a very physically demanding job. Our review helped Amtrak reduce the settlement by \$875,000. In another case, we reported over-time fraud and abuse by employees in the Mid-Atlantic Region, finding that multiple employees defrauded Amtrak by being paid for hours not worked. Other serious abuse uncovered during this investigation included misuse of

computer resources and a lack of supervision by responsible union and management supervisors. Amtrak quickly took appropriate action to deal with these individuals and to strengthen oversight.

These are a small sample of the products we issue that help Amtrak improve its operations or save money. Almost all of our audit and evaluation reports are publicly available on our internet site if you look up amtrakoig.gov. To protect privacy, we only release summaries of our investigation results. We are also required by law to issue semi-annual reports to the Congress describing what we have done over the prior six months and those reports are also available on our website.

You were appointed as our IG in 2009, what improvements have we seen since your arrival at Amtrak?

We in the OIG have worked hard to improve our operations over the last several years and we are proud of what we have accomplished. We have established a new constructive relationship with Amtrak management and we have completely revamped our audit, evaluation, and investigative processes. As a result, this year we passed external peer reviews of our audit and investigative operations. This year our investigative office also received approval from the Attorney General to exercise our statutory law enforcement powers.

We also revised our human capital programs to ensure that we have systems in place to manage employee performance and provide training and development opportunities. We are still working to enhance our human capital programs. A lot of other information about the OIG, including annual and strategic plans and our organizational improvement efforts are also on our website.

What advice do you have for Amtrak employees?

Be safe! Embrace the Safe-2-Safer program and recognize that by modeling safe behaviors yourself, helping others work safely and identifying unsafe conditions that should be eliminated; each of you will be helping to ensure that we can all enjoy a safe, healthy, and productive workplace. At the same time, be alert to potential fraud, waste, and abuse in daily activities and report such concerns to the OIG or management as appropriate. Together, we should all work to make Amtrak a safe, efficient and effective operation for employees, passengers and the taxpayer. ■

If you have something to report, contact the OIG Hotline:

- Phone: 1-800-468-5469
- Fax: 202-906-4695

Web: amtrakoig.gov/content/contact-us-0

Mail:
P.O. Box 76654
Washington, D.C. 20002

Employee Milestones

Congratulations to All of You!

35-Year

Anniversary

September 2013

CARPINTERO, ENRIQUE
Chicago Offices

COLICCHIO, GREGORY
Philadelphia 30th Street Station

COWAN, DAVID
Pacific Division Headquarters

DELGADO, RAUL
New Orleans Maintenance Facility

DUPRE, PAUL
New Orleans Maintenance Facility

DURKOVIC, RUDOLPH
Chicago Locomotive Shop

FERGUSON, PAUL
Wilmington Shops

HEFFNER, MATTHEW
Rensselaer, N.Y. Mechanical Facility

HENDERSON, WADE
Wilmington Shops

LOPEZ, STEVEN
Los Angeles 8th St. Coach Yard

MCALISTER, ROY
Odenton, Md. M/W Base

MEJIA, LAWRENCE
Los Angeles 8th St. Coach Yard

MERCIER, DAVID
Rensselaer, N.Y. Mechanical Facility

MOORE, MITCHELL
Philadelphia 30th Street Station

PALUMBO, MICHAEL
Philadelphia 30th Street Station

SCATASTI, JOSEPH
Wilmington Shops

SMITH, KEVIN

Chicago Mechanical & Terminal Offices

STEVENS, MARK
MOW Base Hamden, Conn.

VANSANT, BARRY
Wilmington Shops

WATERS, TONY
Wilmington Shops

40-Year

Anniversary

September 2013

HANSEN, PATRICIA
Philadelphia 30th Street Station

JABLONSKI, FREDERIC
Miami Mechanical Yard

PHILPOT, GLORIA
Bear Car Shop

PURICH, BETTY
Amtrak Corporate Headquarters

Retirees

September 2013

AD-DEEN, NAIM
Miami Station

ALSPAUGH, RICHARD
Beech Grove Maintenance Facility

BAKER, MICHAEL
Beech Grove Maintenance Facility

BATTAGLIA, DAVID
Chicago Mechanical & Terminal Offices

BLUM, PETER
Philadelphia 30th Street Station

BOUCHER, MICHAEL
Rensselaer, N.Y. Station

CAPIK, JOHN
New York Penn Station

CAREL, STEPHEN
Philadelphia 30th Street Station

COY, THOMAS
Miami Mechanical Yard

DAVENPORT, LINDON
Transportation Bldg. Washington, D.C.

DEVINE, MICHAEL
Bear Car Shop

DOUGLAS, DERRICK
Chicago Crew Base

DUSEVOIR, JAMES
Portland, Ore. Station

ESCUDERO, RUKMINI
Chicago Offices

FARTHING, MARK
Wilmington Shops

FERICH, CRAIG
Philadelphia 30th Street Station

FREDINBURG, NORMA
Sacramento Station

GANC, MARK
Wilmington Shops

GEORGE, SAMUEL
Chicago Mechanical & Terminal Offices

GRECO, PATRICK
Philadelphia Reservation & Sales Office

HAFER, RICHARD
Transportation Bldg. Washington, D.C.

HAMMOND, CARL
Beech Grove Maintenance Facility

JEFFERSON, BYRON
Butler Bldg. Washington, D.C.

JEFFRIES, GREGORY
Chicago Locomotive Shop

JOHNSON, FREDERICK
Midway Tower Monmouth Junction, N.J.

JOHNSON, SUSAN
Washington Union Station

LANGREDER, GREG
Los Angeles Offices

LILLQUIST, LEONARD
MOW Base Hamden, Conn.

LINK, DAVID
Los Angeles Offices

LOCKETT, KENNETH
NW Base North Brunswick, N.J.

MACKEY, PATRICIA
Chicago Union Station

MADDOCK, JAMES
St. Louis Station

MEHLICK, ROBERT
Cincinnati Station

MOORE, LEROY
Chicago Mechanical & Terminal Offices

MORGAN, DAVID
Amtrak Corporate Headquarters

PIERCE, DOROTHY
Pontiac, Mich. Station

PORTIS, RAYMOND
Ft. Lauderdale Station

POWERS, DANNY
Sacramento Station

RICCHIUTI, JAMES
Bear Car Shop

RIZZACASA, ROBERT
Hollywood, Fla. Station

SAUNDERS, JOHN
Rensselaer, N.Y. Mechanical Facility

SGRIGNUOLI, FRANCIS
Lancaster Station

SHAFFER, WILLIAM
Ft. Worth Station

STEADMAN, JAMES
New York Penn Station

STEWART, RUMELL
New York Penn Station

STRUBING, BRUCE
CNOC Justison Office Wilmington, Del.

TISCHHAUSER, DANIEL

Denver Station

URSIN, LAWRENCE
New Orleans Station

WALLER, VICKIE
Philadelphia Reservation & Sales Office

WHITLEY, LOUIS
Auto Train Lorton Station

WOOD, MEREDITH
Bear Car Shop

WOOD, STENNETH
Miami Station

YI, DAVID
Seattle Mechanical Yard

YONKERS, JOHN
Rensselaer, N.Y. Mechanical Facility

20-Year

Anniversary

October 2013

ANDREWS, MAURICE
New York Penn Station

ANDREWS, ZACHARY
New Orleans Station

BRUN, JOHN
Philadelphia 30th Street Station

CRADDOCK, JOHN
Transportation Bldg. Washington, D.C.

DOREST, VINCENT
New Orleans Station

FREELAND, HAMP
Odenton, Md. M/W Base

GAMBREL, THERON
Los Angeles Offices

MANN, JAMES
Philadelphia 30th Street Station

MERMELSTEIN, STEVEN
Philadelphia 30th Street Station

Employee Milestones

Congratulations to All of You!

MULLEN, JOHN
New York Penn Station

MUSACHIA, THOMAS
Chicago Crew Base

NICHOLSON, JASMINE
Philadelphia 30th Street Station

PADEN, JERRY
Metrolink San Bernadino, Calif. Crew Base

RENLUND, LARS
Transportation Bldg. Washington, D.C.

SMITH, RICKEY
Baltimore Station

SPEARMAN, MICHAEL
Baltimore Station

TITLOW, BILL
Philadelphia 30th Street Station

TORRES, BERNADETTE
San Antonio, Texas Crew Base

TYSON, KAREN
New Orleans Station

WALKER, BRENDA
Raymond Plaza West Newark, N.J.

25-Year Anniversary
October 2013

BAKER, KEVIN
Wilmington Shops

BOROWSKI, PHILIP
Bear Car Shop

BOWLES, MICHAEL
CNOC Justison Office

BROWN, VERONICA
Metrolink Riverside, Calif. Crew Base

CARTER, KENNETH
New York City Office

CASTIGLIA, JAMES
C&S Construction Linden, N.J.

CHARLES, JUDY
Hartford Station

COIRO, LOUIS
New York Penn Station

DIGREGORIO, JOSEPH
Wilmington Shops

DRAWDY, LARRY
Seattle Mechanical Yard

FARRELL, RONALD
Rensselaer, N.Y. Mechanical Facility

FAVOROSO, THOMAS
Wilmington Shops

GIST, ERNEST
Washington Union Station

GORMAN, MICHAEL
New York Penn Station

GREAVES, BARRYMORE
Boston South Station

GUDDZ, NICHOLAS
Engineering Groton, Conn.

HERNANDEZ, JOHN
Fullerton, Calif. Station

KRASIN, HUGH
Miami Station

LASELVA, JOHN
Boston South Station

LEASH, DENTON
Philadelphia 30th Street Station

LYON, WILLIAM
Little Rock Station

MC MAHAN, WILLIAM
Southampton St. Yard Boston, Mass.

MCCLELLAND, BRIAN
Chicago Locomotive Shop

MOORE, ROBERT
Bear Car Shop

MORALES, JAIME
Los Angeles 8th St. Coach Yard

MORAN, WILLIAM
New Haven Station

MORRISON, JEFFREY
Wilmington Shops

MUNOZ, MARISOL
Metrolink Los Angeles Taylor Yard Crew Base

ORTIZ, MIGUEL
Bear Car Shop

OSUCH, SUZANNE
Boston South Station

PEARSON, JOSEPH
Philadelphia Coach Yard

PINTOS, MIGUEL
W. Oakland Maintenance Facility

PRENOSIL, PAUL
MOW Base Hamden, Conn.

PURCELL, CHRISTOPHER
Southampton St. Yard

SILVA, ROPOND
Los Angeles Offices

STOUME, EDWARD
Wilmington Shops

STUMPF, DENISE
Los Angeles Offices

TURNER, GLORIA
Philadelphia 30th Street Station

WATSON-KING, TISHA
Sunnyside Yard N.Y.

ZICKGRAF, THOMAS
Bear Car Shop

30-Year Anniversary
October 2013

COOPER, SANDRA M.
Amtrak Corporate Headquarters

DALY, ELIZABETH
Atlanta Station

FLAHERTY, DAVID
Rensselaer, N.Y. Mech. Facility

FLEXER, EDWARD
CNOC Wilmington, Del.

FUTCHER, CHARLES
Los Angeles Offices

GASKINS, GLORIA
Washington Union Station

GEORGE-FORBES, JOYCE
D.C. Commissary Washington, D.C.

KEELEY, ROBERT
N.Y. Sunnyside Yard

KING, KIMBERLY
Auto Train Lorton Station

KING, PAULETTE
Sunnyside Yard N.Y.

KIRK, THOMAS
Miami Station

LINDENMUTH, GARY
New York Division Headquarters

LIZANO, ROBERT
Auto Train Lorton Station

LOVE, PHILIP
Auto Train Lorton Station

MADDEN, DANIEL
New York Penn Station

MANNER, MORRISON
Amtrak Corporate Headquarters

MAZZURCO, SALVATORE
Sunnyside Yard N.Y.

MCCARGO, JOHN
Auto Train Lorton Station

MCDERMOTT, MICHAEL
Bear Car Shop

PATALINO, JOSEPH
Rensselaer Mechanical Facility

PERKINS, RICHARD
Engineering Groton, Conn.

PINGLEY, ZACHARY
Amtrak Corporate Headquarters

PRICE, DIANA
Amtrak Corporate Headquarters

REUSS, CHARLES
Rensselaer, N.Y. Mechanical Facility

RICCITELLI, CARL
Rensselaer, N.Y. Mechanical Facility

ROSEGRANT, RITAMARIE
Perryville, Md. M/W Base

SENARIAN, GARY
Southampton St. Yard Boston, Mass.

SNYDER, ROBERT
Lancaster Station

STARLING, JOE
Sanford, Fla. Station

TAYLOR, ANDRE
Washington Union Station

THOMAS, JACQUELYN
Auto Train Lorton Station

THORNTON, BRUCE
Philadelphia 30th Street Station

YOUNG, GERALD
Philadelphia 30th Street Station

35-Year Anniversary
October 2013

ATWATER, BRIAN
Beech Grove Maintenance Facility

BATTISTA, DENNIS
Providence MOW Base

BREEDEN, STANLEY
Beech Grove Maintenance Facility

BUENGER, CHRISTIAN
Beech Grove Maintenance Facility

COOK, GARY
Beech Grove Maintenance Facility

Employee Milestones

Congratulations to All of You!

DANNER, MICHAEL
Harrisburg, Pa. Station

DUNN, THOMAS
Beech Grove
Maintenance Facility

DURBIN, STEPHEN
Beech Grove
Maintenance Facility

GOULD, WILLIAM
Boston South Station

HERRON, MARK
Beech Grove
Maintenance Facility

JANI, KIRTIKUMAR
Beech Grove
Maintenance Facility

JEFFRIES, WILMA
Material Control
Facility
Indianapolis, Ind.

JENKINS, JOEL
Beech Grove
Maintenance Facility

LAFFEY, JOSEPH
Southampton St. Yard

LEROSE, KENNY
New York City Office

MAINE, RAYMOND
Philadelphia 30th
Street Station

MARTIN, CATHY
Beech Grove
Maintenance Facility

MCLAREN, WANDA
Amtrak Corporate
Headquarters

PATRIARCA, KENNETH
Providence MOW Base

PRICE, JERRY
Beech Grove
Maintenance Facility

ROBERTS, TIMOTHY
Beech Grove
Maintenance Facility

SCORPIO, ANTHONY
Providence MOW Base

SKILES, DAVID
Bear Car Shop

STEPHENSON, STEVEN
Beech Grove
Maintenance Facility

STOUT, CHARLES
Beech Grove
Maintenance Facility

WOOD, MICHAEL
Beech Grove
Maintenance Facility

WOODS, MARK
Beech Grove
Maintenance Facility

40-Year Anniversary
October 2013

BERENGER, DEBORAH
Perryville, Md. M/W
Base

CURTIS, GAIL
Amtrak Corporate
Headquarters

DALUGA, THOMAS
Chicago Mechanical &
Terminal Offices

GAUTIER, EVELYN
Philadelphia
Reservation & Sales
Office

KARLSSON, KRIS
Seattle King St. Station

MNICHOWSKI, ALAN
New Orleans Station

MOTES, JAMES
Pinellas Park/St.
Petersburg Station
Pinellas Park, Fla.

Retirees
October 2013

ALLARA, TONI
Seattle Mechanical
Yard

ANDERSON, CHARLES
Transportation Bldg.
Washington, D.C.

BRETZ, JOHN
Washington Union
Station

BREWSTER, MARY ANN
Miami Station

BUHRKE, PAUL
W. Oakland
Maintenance Facility

BURRIS, THEODORE
Wilmington Shops

BURWELL-SELDON, GILDA
Philadelphia 30th
Street Station

CAMBERIS, GUS
Chicago Union Station

CAMERON, JAMES
Austin, Texas Station

CENTANNI, JOHN
Philadelphia 30th
Street Station

CORBIN, ANGELA
Philadelphia 30th
Street Station

COSTELLO, JOHN
Rensselaer, N.Y. Station

CURRAN, DAVID
Rensselaer, N.Y. Station

DAVIS, JERRY
Washington Union
Station

DELGADO, RAUL
New Orleans
Maintenance Facility

DINEHART, W.
Work From Home Non-
Call Center

FARLEY, GUS
Salt Lake City Crew
Base

GAGLIONE, KENNETH
Philadelphia 30th
Street Station

GHECAS, JAMES
Wilmington Station

GIBBS, WILLIAM
Beech Grove
Maintenance Facility

GRAFF, ROBERT
Seattle Mechanical
Yard

GRIFFITH, STANLEY
Beech Grove
Maintenance Facility

HALL, ELISE
Amtrak Corporate
Headquarters

HARDISON, JACOB
Philadelphia Coach
Yard

JACKSON, KATHY
Seattle Mechanical
Yard

JONES, VERNON
Chicago Mechanical &
Terminal Offices

JONES, WILLIE
Chicago Mechanical
& Terminal Offices

KRAVITZ, GARY
Wilmington Shops

KRIEGER, LARRY
Beech Grove
Maintenance Facility

LENZY, DON
Salt Lake City Crew
Base

LINDSAY, JUNIOR
Miami Mechanical Yard

MACIEJEWSKI, LARRY
Niagara Falls Station

MCLAREN, THOMAS
Quad Ave. M/W Base
Baltimore, Md.

MOORE, DENISE
Riverside Reservation &
Sales Office

MURPHY, JAMES
Beech Grove
Maintenance Facility

O'SULLIVAN, MARTIN
New York Penn Station

OLSEN, ANDREW
NW Base
North Brunswick, N.J.

PATTERSON, LINDA
Chicago Mechanical &
Terminal Offices

PATTERSON, RAVION
Chicago Mechanical &
Terminal Offices

PIETRAFETTA, ROBERT
Boston South Station

PSOMIADES, DEAN
Sunnyside Yard N.Y.

REDDICK, MIRIAM
Beech Grove
Maintenance Facility

RODGERS, CHRISTOPHER
MOW Base
Hamden, Conn.

RODRIGUEZ, EUSEVIO
Los Angeles 8th St.
Coach Yard

ROEBER, FREDERICK
Chicago Offices

ROSSITER, MARTIN
Philadelphia 30th
Street Station

SAMPLE, CRAIG
Harrisburg, Pa. Station

SCHWARTZ, ROBERT
CNOC
Wilmington, Del.

SCOTT, ROBERT
Sunnyside Yard N.Y.

SULLIVAN, MICHAEL
Chicago Crew Base

SWEET, REGINA
Philadelphia 30th
Street Station

THORNTON, EDWARD
Washington Union
Station

TODD, CAROL
Amtrak Corporate
Headquarters

ULLERY, JAMES
Chicago Locomotive
Shop

WELLMAN, STEVEN
Chicago Union Station

WHITE, EMORY
Chicago Crew Base

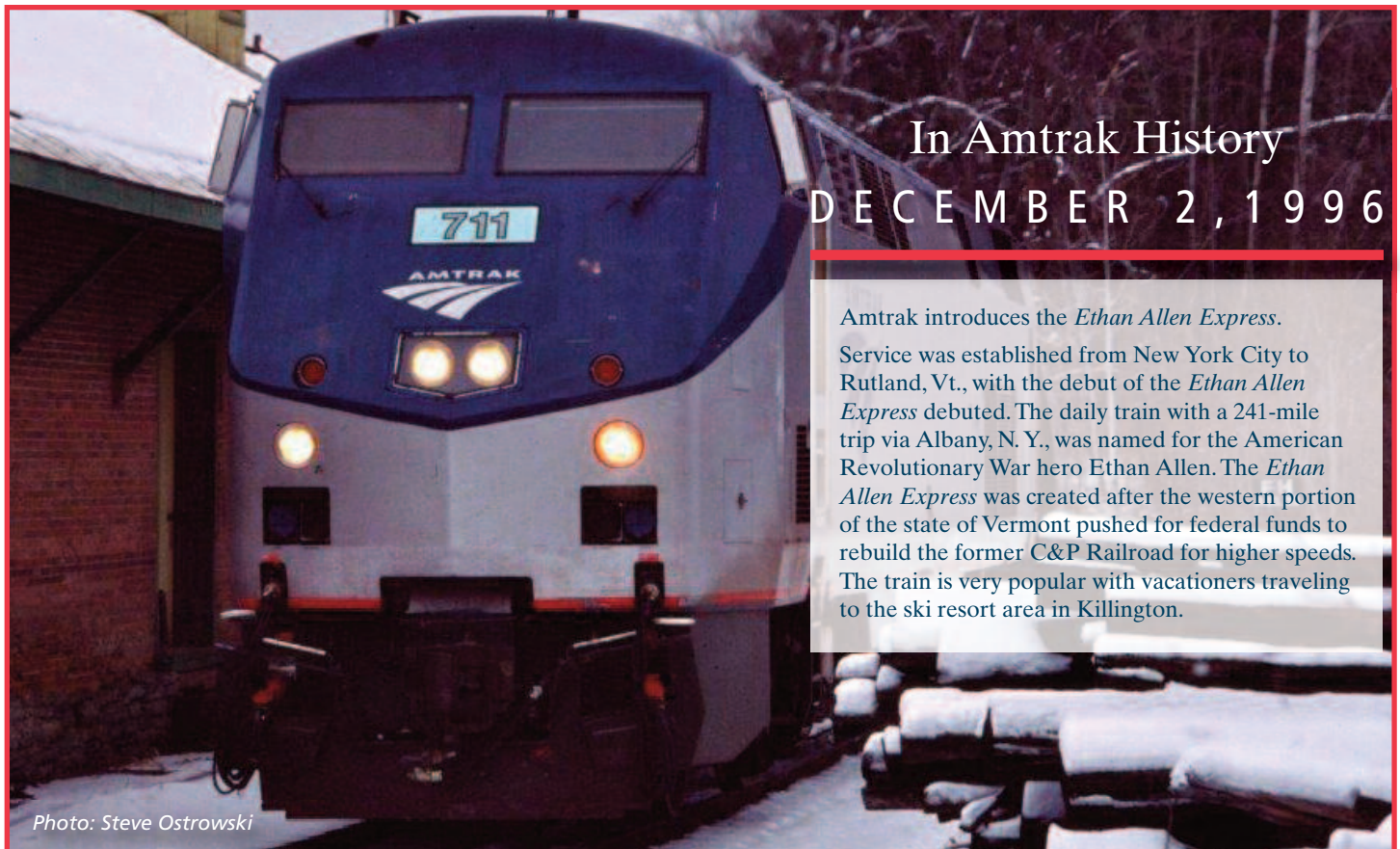
WILLIAMS, KENNETH
Chicago Locomotive
Shop



60 Massachusetts Avenue, N.E.
Washington, D.C. 20002

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In Amtrak History DECEMBER 2, 1996

Amtrak introduces the *Ethan Allen Express*. Service was established from New York City to Rutland, Vt., with the debut of the *Ethan Allen Express* debuted. The daily train with a 241-mile trip via Albany, N. Y., was named for the American Revolutionary War hero Ethan Allen. The *Ethan Allen Express* was created after the western portion of the state of Vermont pushed for federal funds to rebuild the former C&P Railroad for higher speeds. The train is very popular with vacationers traveling to the ski resort area in Killington.

Photo: Steve Ostrowski